



**Solicitation Information  
January 29, 2019**

**RFP# 7598580**

**TITLE: Enterprise Web Content Management System (eCMS)**

**Submission Deadline: March 8, 2019 at 10:00 AM (ET)**

**PRE-BID/ PROPOSAL CONFERENCE: YES**

**MANDATORY: NO**

**DATE/TIME: February 15, 2019 at 10:00 AM (ET)**

**LOCATION: Department of Administration (DOA)  
DOA Conference Room 2A (2<sup>nd</sup> Floor)  
One Capitol Hill, Providence, RI 02908**

**For vendors who are unable to attend the pre-proposal conference in person, a conference line has been established as follows:**

**Please call 1-866-919-6470 Participant: 71144275**

**Please email [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov) up to and including end of business on Thursday, February 14, 2019 with your intention to participate. Please include your name, company name, location and email address.**

Questions concerning this solicitation must be received by the Division of Purchases at [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov). no later than **Friday, February 22, 2019 at 5:00 PM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**BID SURETY BOND REQUIRED: NO**

**PAYMENT AND PERFORMANCE BOND REQUIRED: YES (50% OF CONTRACT VALUE)**

**GAIL WALSH**

**CHIEF BUYER**

**Note to Applicants:**

1. Applicants must register on-line at the State Purchasing Website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)
2. Proposals received without a completed RIVIP Bidder Certification Cover Form attached may result in disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION COVER FORM**

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**APPENDIX C: ECMS RFP TECHNICAL QUESTIONNAIRE**

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## SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Office of Enterprise Technology Strategy and Services (ETSS) is soliciting proposals from qualified firms to provide **an open, scalable, intuitive, accessible, responsive, and user-centered statewide enterprise Content Management System (eCMS) empowering state employees to provide quality digital services and content**, in accordance with the terms of this Request for Proposals (“RFP”) and the State’s General Conditions of Purchase, which may be obtained at the Division of Purchases’ website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

The initial contract period will begin approximately May of 2019 with the **Implementation phase** (of up to 2 years) plus additional one year of **Support**. Contracts may be renewed for up to two additional two-year periods based on vendor performance and the availability of funds.

This is a Request for Proposals, not a Request for Quotes. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to cost; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this solicitation, other than to name those offerors who have submitted proposals.

### Instructions and Notifications to Offerors

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this RFP are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP may be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP or for providing oral or written clarification of its content, shall be borne by the vendor. The State assumes no responsibility for these costs even if the RFP is cancelled or continued.
4. Proposals are considered to be irrevocable for a period of not less than 180 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated in the proposal.
6. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
7. The purchase of goods and/or services under an award made pursuant to this RFP will be contingent on the availability of appropriated funds.
8. Vendors are advised that all materials submitted to the Division of Purchases for consideration in response to this RFP may be considered to be public records as defined in R. I. Gen. Laws § 38-2-1, *et seq.* and may be released for inspection upon request once an award has been made.

Any information submitted in response to this RFP that a vendor believes are trade secrets or commercial or financial information which is of a privileged or confidential nature should be clearly marked as such. The vendor should provide a brief explanation as to why each portion of information that is marked should be withheld from public disclosure. Vendors are advised that the Division of Purchases may release records marked confidential by a vendor upon a public records request if the State determines the marked information does not fall within the category of trade secrets or commercial or financial information which is of a privileged or confidential nature.

9. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
10. By submission of proposals in response to this RFP vendors agree to comply with R. I. General Laws § 28-5.1-10 which mandates that contractors/subcontractors doing business with the State of Rhode Island exercise the same commitment to equal opportunity as prevails under Federal contracts controlled by Federal Executive Orders 11246, 11625 and 11375.

Vendors are required to ensure that they, and any subcontractors awarded a subcontract under this RFP, undertake or continue programs to ensure that minority group members, women, and persons with disabilities are afforded equal employment opportunities without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability.

Vendors and subcontractors who do more than \$10,000 in government business in one year are prohibited from engaging in employment discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability, and are required to submit an “Affirmative Action Policy Statement.”

Vendors with 50 or more employees and \$50,000 or more in government contracts must prepare a written “Affirmative Action Plan” prior to issuance of a purchase order.

- a. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation.
- b. Vendors further agree, where applicable, to complete the “Contract Compliance Report” (<http://odeo.ri.gov/documents/odeo-eeo-contract-compliance-report.pdf>), as well as the “Certificate of Compliance” (<http://odeo.ri.gov/documents/odeo-eeo-certificate-of-compliance.pdf>), and submit both documents, along with their Affirmative Action Plan or an Affirmative Action Policy Statement, prior to issuance of a purchase order. For public works projects vendors and all subcontractors must submit a “Monthly Utilization Report” (<http://odeo.ri.gov/documents/monthly-employment-utilization-report-form.xlsx>) to the ODEO/State Equal Opportunity Office, which identifies the workforce actually utilized on the project.

For further information, contact Vilma Peguero at the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via e-mail at [ODEO.EOO@doa.ri.gov](mailto:ODEO.EOO@doa.ri.gov) .

11. In accordance with R. I. Gen. Laws § 7-1.2-1401 no foreign corporation has the right to transact business in Rhode Island until it has procured a certificate of authority so to do from the Secretary of State. This is a requirement only of the successful vendor(s). For further information, contact the Secretary of State at (401-222-3040).
12. In accordance with R. I. Gen. Laws §§ 37-14.1-1 and 37-2.2-1 it is the policy of the State to support the fullest possible participation of firms owned and controlled by minorities (MBEs) and women (WBEs) and to support the fullest possible participation of small disadvantaged businesses owned and controlled by persons with disabilities (Disability Business Enterprises a/k/a “DisBE”)(collectively, MBEs, WBEs, and DisBEs are referred to herein as ISBEs) in the performance of State procurements and projects. As part of the evaluation process, vendors will be scored and receive points based upon their proposed ISBE utilization rate in accordance with 150-RICR-90-10-1, “Regulations Governing Participation by Small Business Enterprises in State Purchases of Goods and Services and Public Works Projects”. As a condition of contract award vendors shall agree to meet or

exceed their proposed ISBE utilization rate and that the rate shall apply to the total contract price, inclusive of all modifications and amendments. Vendors shall submit their ISBE participation rate on the enclosed form entitled “MBE, WBE and/or DisBE Plan Form”, which shall be submitted in a separate, sealed envelope as part of the proposal. ISBE participation credit will only be granted for ISBEs that are duly certified as MBEs or WBEs by the State of Rhode Island, Department of Administration, Office of Diversity, Equity and Opportunity or firms certified as DisBEs by the Governor’s Commission on Disabilities. The current directory of firms certified as MBEs or WBEs may be accessed at <http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>. Information regarding DisBEs may be accessed at [www.gcd.ri.gov](http://www.gcd.ri.gov).

For further information, visit the Office of Diversity, Equity & Opportunity’s website, at <http://odeo.ri.gov/> and *see* R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150-RICR-90-10-1. The Office of Diversity, Equity & Opportunity may be contacted at, (401) 574-8670 or via email [Dorinda.Keene@doa.ri.gov](mailto:Dorinda.Keene@doa.ri.gov)

13. HIPAA - Under HIPAA, a “business associate” is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A “business associate” also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement.
14. The State is providing **Appendix F – State of Rhode Island General Contract Provisions** (*Appendix-F-state-of-rhode-island-general-contract-provisions.docx*) for the Offerors to review. The State reserves the right to provide additional contract and insurance language via an Addendum to this RFP, or during negotiations with the Awarded Offeror.
15. Payment and Performance Bond - The successful vendor must furnish a 50% payment and performance bond from a surety licensed to conduct business in the State of Rhode Island upon the tentative award of the contract pursuant to this solicitation.

## **SECTION 2. BACKGROUND / CURRENT OPERATIONS**

### **2.1 EXECUTIVE SUMMARY**

The State of Rhode Island needs an open, scalable, accessible, and responsive statewide enterprise Content Management System (eCMS) that will not only consolidate approximately 150 disparate, static websites but also empower state employees to provide quality digital services and content.

Implementing an eCMS to serve as a citizen-centered platform will allow agency staff to standardize information, publish content efficiently, and eliminate potential security risks no matter their level of training. This new interconnected system will also enable state government to brand its digital front door in a consistent, clear, and intuitive fashion.

The vision to meet these business objectives includes implementing an eCMS solution without restrictive software licensing costs or cumbersome and expensive on-premise hardware investments. Rather, the proposed eCMS shall be an open, secure, and standard cloud-based platform allowing for the collaboration between State agencies to help build digital public resources that provide successful and sustainable public services.

Throughout the eCMS project lifecycle, ETSS would like to incorporate standards for governance, branding, content, accessibility and approach. Building upon these standards will not only provide the foundation for the eCMS, but will ultimately drive the digital transformation of Rhode Island state government as well.

ETSS invites interested parties that meet the qualifications listed in this document to submit proposals regarding their product and related service offerings. Please submit all information in the format stipulated in this RFP.

### **2.2 ABOUT THE RHODE ISLAND TEAM**

The Office of Enterprise Technology Strategy and Support (ETSS) is the State of Rhode Island's lead agency for technology and is situated within the Department of Administration (DOA). Through legislation signed in July 2016, ETSS was established and includes the Office of Information Technology (DoIT) and the Office of Library and Information Services (OLIS). The Chief Digital Officer (CDO) serves as agency head.

The Mission of ETSS is to enable State Government to meet its goals effectively and efficiently by providing leadership in the application of information technology and delivering secure, innovative, and reliable technology solutions in the most responsive and effective manner; and to continually address the ever-changing information technology landscape to improve access to information, to stimulate business activity, and to ultimately address the needs of all Rhode Island citizens.

ETSS manages the implementation of all new and mission critical technology infrastructure projects and upgrades for state agencies. ETSS provides a range of centralized IT services; oversees IT policies, standards, and architecture; and promotes collaboration and adoption of shared services.

The deployment of an eCMS solution is a high-priority, mission critical technology solution for ETSS.

## **SECTION 3: SCOPE OF WORK AND REQUIREMENTS**

### **3.1 BUSINESS OBJECTIVES**

The State is issuing a Request for Proposals (RFP) from qualified vendors to implement an enterprise Content Management System (eCMS) to serve as a platform that enables the State to provide citizen-centered digital resources in a consistent, clear, and intuitive fashion.

When implemented, the eCMS solution software will enable Rhode Island state government to achieve the following business objectives:

- Better connect Rhode Islanders to government services
- Build engagement, trust, and ownership of RI.gov's future-state with its public audience
- Create a methodology prioritizing user research in the drive toward digital transformation
- Establish canonical versions of data and content
- Improve content findability, effectiveness of search, and navigation
- Establish a mobile-first, accessible, sustainable, secure, and scalable design/content framework to unify RI.gov and all sub-sites
- Integrate existing static websites in the RI.gov digital landscape efficiently and accurately into the new eCMS
- Create a clear and enforceable content playbook outlining content guidelines, workflows, and rational standards for content editors and developers
- Consolidate multi-channel messaging (such as web and social) by aligning strategy, messaging and tracking
- Generate enthusiasm and buy-in around digital transformation within the Rhode Island government
- Provide open-source web technology solutions using agile development methodology to transform the online experience for Rhode Islanders interacting with government.
- Empower agencies to create content within the open, secure, and standard platform via a WYSIWIG editor
- Foster interagency digital collaboration
- Offer rapid, reliable and effective customer support
- Make processes and content reusable and scalable
- Enable data to drive web content and creation process
- Simplify redundant processes inherent in a manual system

- Enable state employees to provide digital services, not static websites
- Deliver an iterative product with limited internal state resources

The vision to meet these business objectives includes implementing an eCMS solution without restrictive software licensing costs or cumbersome and expensive on-premise hardware investments. Rather, the proposed eCMS shall be an open, secure, and standard cloud-based platform allowing for the collaboration between State agencies to help build digital public resources providing public services.

ETSS also envisions a new eCMS solution to augment the primary goal of the RI.gov website: “to allow citizens to find information and online services without needing to understand the structure of the state government”. The State plans to phase in the migration to a new system by integrating content scattered across different state-owned domains into a unified platform over time. This RFP focuses on the procurement of the noted platform and related cloud hosting.

Empowering agency staff to create and publish content is crucial to the success of this project. Providing an easy-to-use “what you see is what you get” (WYSIWYG) content management platform will enable publishers to participate in a collective approach in providing superior citizen-centered content. However, comprehensive training must be provided to agency-approved content authors and content liaisons on a regular basis to alleviate any concerns over accessing the system.

*(Please Note: ETSS will require Lead Site Administrators, Content Authors and Liaisons to pass an annual certification process in order to continue accessing the system.)*

In conclusion, ETSS does not envisage the chosen eCMS offering to be an isolated system. Rather, the eCMS will be an integral part of the organization's IT architecture and will need to be integrated with other architectural and solution components as required.

### **3.2 USER SCENARIOS**

*Create Once, Publish Everywhere (COPE)*

*Example:* The Human Resources Division has ratified a series of personnel policies and wishes to publish these official documents on their website. After creating a public facing HTML page with a series of PDF documents, senior leadership wishes to ensure that document governance protocols are followed throughout the State. In other words, agencies should be mandated to link directly to the official version of a policy rather than uploading a copy to their individual website. Multiple copies of a policy, published on disparate websites, significantly increases the risk of having obsolete information available to the general public as time passes.

Creating canonical content items via an eCMS is essential. Once an update is published to the canonical version, this update will be pushed to multiple versions throughout the information architecture.

### *Legacy System Integration*

*Example:* The salary data for Rhode Island state employees is often used and cited public dataset. The State's payroll system stores information on an IBM mainframe system running COBOL database. The State publishes quarterly the data fields Last Name, First Name, Department, Title, Reg Earnings, OT Earnings, Other Earnings, Total Earnings, and Annual Salary.

To move this data from one system to another currently requires a detailed series of procedures before publishing the information to the live service via Dreamweaver. An eCMS solution needs to provide avenues for easy integration and updating of data systems.

ETSS does not expect an eCMS solution to replace all current systems or fix all broken processes. However, an eCMS solution could provide scheduling, web connectors, and ease to user interfaces to process and publish the data across many websites, alleviating instances of a suboptimal product like the needing of multiple steps for the publishing of payroll data.

### *Workflow Integration*

*Example:* Several content authors are working in conjunction on a major project for a large State agency. An eCMS solution should provide a secure, non-public workspace that offers versioning control of any digital assets that are created by this team. More importantly, the eCMS should offer a submission and review workflow which will allow a Lead Site Administrator to evaluate said content before publishing to the live service.

### *Alert Across Websites*

*Example:* The State must issue an alert across multiple department websites if a State office closes during an emergency. One responsible staff member must draft and publish the alert. The eCMS solution should be able to disseminate the emergency alert without placing the onus of responsibility on the staff member to publish the alert in multiple locations across the state.

### *Users on Multiple Devices*

Citizens need to find information about government in a device-agnostic fashion. Residents increasingly use mobile devices as their primary tool to access key services. Many Rhode Islanders have strong relationships with social media networks, search engines, and other third-party sites and applications.

To reach the greatest number of residents and prepare for an increasingly digital future, Rhode Island's government services should recognize what works well for Rhode Islanders, take advantage of the tools that residents already use, and prioritize mobile online services and SMS communications.

A mobile-first strategy starts with designing for mobile devices before tablets and desktops. It also focuses design on critical content before moving to non-critical content.

### *User with Assistive Technology*

Accessible design is good design. All residents need complete access to government services, whatever their abilities, available technology, or language preferences. With this in mind, the eCMS (both internally and externally) should be subject to iterative testing by individuals using assistive technology. In short, all State of Rhode Island digital assets should be as inclusive, legible, and readable as possible.

## **3.3 GOVERNANCE**

Web Governance is the structure of people, positions, authorities, roles, responsibilities, relationships, and rules involved in managing an agency's website(s). In short, website governance standards will be established in conjunction with the eCMS project to ensure all web-based activities (albeit content postings or development requests) are approved, legitimate, timely and accurate.

Specifically, the governance model defines:

### **1. WHO**

- a. Management Level Executive (i.e. Director, Supervisor, etc)
- b. Lead Site Administrator (i.e. Static site managers and /or eCMS authors). *Please Note: In most cases, the Lead Site Administrator will be the agency's Public Information Officer.*
- c. Backup Site Administrator
- d. Content Author(s) – Individuals who have direct access to the eCMS and LSA authority to edit their associated website(s).
- e. Content Liaison(s) – Individuals who have LSA authority to open tickets and request updates to their associated website(s), but do not have access to the eCMS to make said changes.
- f. Subject Matter Experts (SME)

### **2. WHAT**

- a. *USDS Digital Services Playbook (<https://playbook.cio.gov>)*
- b. *State of Rhode Island Digital Brand and Style Guide*
- c. *Web Accessibility Standards & Best Practices (WCAG2-AA based)*
- d. *Social Media Strategy and Policy - 10-09 Policy on Social Networking (AMENDED 2-2018)*
- e. *Regular training / support for agency content authors / web liaisons via the Rhode Island Digital Service*

### 3. WHEN

- a. *Web Services Service Level Agreement (SLA)* – Update ticket requests are triaged as follows:
  - i. Urgent - completed in 1 hour
  - ii. High – completed in 7 hours
  - iii. Medium – completed in 2 business days
  - iv. Low – completed in 5 business days
- b. Large projects that fall out of standard SLA would need specific lifecycle dates for deliverables to manage stakeholder expectations.
- c. Standardize Emergency web publishing procedures.

### 4. HOW

- a. To maintain effective day-to-day management of agency eCMS content.
- b. Determine organizational ownership of web content.
- c. For agencies without designated and trained Content Authors, official agency liaisons must be assigned. Agency Content Liaison Guidelines will include (but not limited to):
  - i. A standard “Web Content Submission Form” to be submitted by agency liaisons with content approval by director / supervisor
  - ii. *State of Rhode Island Digital Brand and Style Guide*
  - iii. Plain Language Writing Standards
  - iv. Accessibility / WCAG2.0 AA standards
  - v. File-naming conventions.
  - vi. Basic liaison training sessions and documentation.

### **3.4 POTENTIAL eCMS USERS AND ROLES OVERVIEW**

<b>User Type</b>	<b>Permissions</b>
<i>Universal Administrator (UA)</i>	<i>Can Publish Across All Sites; Post emergency updates to be branded enterprise-wide.</i>
<i>Lead Site Administrator (LSA)</i>	<i>Can Publish to Agency site with distinct URL</i>
<i>Content Author (CA)</i>	<i>Can access the eCMS and create content but cannot publish until authorized by LSA</i>

<i>Content Liaison (CL)</i>	<i>Cannot publish or access the eCMS. Has authority to open service tickets with the Office of Web Services and request updates to their associated website(s)</i>
<i>Management Level Executive (MLE)</i>	<i>Cannot Publish or access eCMS. However, the MLE grants permission levels to LSA, CA, and CL</i>
<i>Subject Matter Experts (SME)</i>	<i>Cannot Publish or access eCMS</i>

### **3.5 CURRENT RHODE ISLAND STATE WEBSITES IN PROJECT SCOPE**

The State of Rhode Island webserver (SORIWEB) hosts approximately 150 active subdomain websites, each dedicated to serving a variety of agencies, offices, departments and other official state entities. A comprehensive list of websites under the RI.gov platform has been provided in **Appendix G: RI eCMS SITES IN SCOPE** (*Appendix-G-RI-sites-in-scope-PRC-1709002.xlsx*).

More than 20 additional domains (i.e., .com and .org) contain content which should be incorporated into an eCMS solution over time.

In short, all publicly facing websites that are under the direct control of an entity of the State which is permanently funded as part of the state budget is considered to be within the scope of this project.

*The following will be considered out of scope for the project:*

- The migration or creation of Non-public facing / Intranet sites.
- New sites launched outside of the eCMS after migration has been completed.

### **3.6 MIGRATION OF CONTENT**

The following points outline the responsibilities for the migration of existing state agency content:

- State Agency will be responsible for the drafting, editing and ongoing updates of their agency-centric content.
- State Agency will take full responsibility as to ownership of all agency-centric content including copy, documents and images.
- State Agency will be responsible for conducting and completing detailed content audits and the removal of content ROT (elements that are redundant, obsolete, or trivial).
- State Agency will take full responsibility for any errors and omissions in content provided to the Vendor.

- State Agency will be responsible for the ongoing maintenance and updates of content on websites post migration.
- Vendor will NOT be responsible for drafting new content or updating existing content.
- Vendor will be responsible for migrating existing content "as written" or "as provided."
- Vendor will be responsible for integrating functional modules (including, but not limited to, forms, calendars, slideshows)

### **3.7 SECURITY REQUIREMENTS**

The STATE OF RHODE ISLAND requires all third parties that handle STATE OF RHODE ISLAND citizen information to complete this security questionnaire **Appendix E: eCMS RFP Security Questionnaire** (*Appendix-E-eCMS-RFP-Security-Questionnaire-PRC-1709002.xlsx*). The questionnaire is based on the NIST (National Institute for Standards and Technology). The goal is to confirm that each third-party partner follows industry-recommended security processes and controls to protect potentially sensitive information collected and processed on behalf of the STATE OF RHODE ISLAND. Please note that STATE OF RHODE ISLAND reserves the right to perform an external vulnerability and/or penetration test to confirm the security posture of the services provided to the STATE OF RHODE ISLAND.

Your answers do not need to be long, but they should contain enough detail to outline your security posture in regard to the services or goods you propose to offer.

#### *Additional Security Considerations*

ETSS has the following company and/or industry application security considerations and requirements:

**Personally Identifiable Information** (PII) is defined as any information about an individual maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name, biometric records, etc., including any other personal information which is linked or linkable to an individual. (Defined in OMB Memorandum M-06-19, "Reporting Incidents Involving Personally Identifiable Information and Incorporating the Cost for Security in Agency Information Technology Investments").

**Protected Health Information** is defined in 45 CFR 160.103, as well as being referenced in Section 13400 of Subtitle D ('Privacy') of the HITECH Act, as follows:

“Protected health information means individually identifiable health information:

- A. Transmitted by electronic media;
- B. Maintained in electronic media; or
- C. Transmitted or maintained in any other form or medium.

Protected health information excludes individually identifiable health information in:

- A. Education records covered by the Family Educational Rights and Privacy Act;
- B. Records described at 20 U.S.C. 1232g(a)(4)(B)(iv); and
- C. Employment records held by a covered entity in its role as employer.”

**Sensitive Information** (SI) is information that is considered sensitive if the loss of confidentiality, integrity, or availability could be expected to have a serious, severe or catastrophic adverse effect on organizational operations, organizational assets, or individuals. Further, the loss of sensitive information confidentiality, integrity, or availability might: (i) cause a significant or severe degradation in mission capability to an extent and duration that the organization is unable to perform its primary functions; (ii) result in significant or major damage to organizational assets; (iii) result in significant or major financial loss; or (iv) result in significant, severe or catastrophic harm to individuals that may involve loss of life or serious life threatening injuries. (Defined in HHS Memorandum ISP-2007-005, "Departmental Standard for the Definition of Sensitive Information").

**Domestic remote hosting and site security**

The remote hosting site must be domestic (within the United States). Furthermore, it should be Tier 3 SAS 70 Type II/SSAE 16 or SOC2 compliant.

**Internet security, Database Security and encryption**

Data in-transit to server must be encrypted. Data at rest must be encrypted.

**Contract termination and transition of data ownership**

Upon the termination or expiration of this agreement, Vendor agrees that any data, files, information, and/or derivative data files and confidential information or information of any kind provided by Client pursuant to this Agreement, shall not be retained by Vendor. Vendor shall immediately return to Client all such data, files, information, and/or derivative data files and confidential information or information of any kind provided by Client pursuant to this Agreement at no charge. Upon receipt of this data, client shall certify in writing that it has received the data and that it is complete. Upon receiving written certification from the client that all data has been returned.

Vendor agrees to immediately destroy all customer data remaining on its system and to certify that action no later than 30 days from the date of destruction. Vendor agrees that no data, files, information, and/or derivative data files and confidential information or information of any kind provided by Client pursuant to this Agreement or copies thereof or any derivative or subsets of the above, or any manipulated records/files, and/or any parts thereof, shall be retained when the aforementioned file(s) are returned or destroyed. The User acknowledges that stringent adherence to the aforementioned End Date is required, and that the User shall ask the State for instructions under this paragraph if instructions have not been received after thirty (30)-days after the end date of this Agreement or upon termination of this Agreement.

**PII, SI (Sensitive Information), PHI and HIPAA Security compliance needed**

In the event vendor is provided Protected Health Information (PHI), vendor agrees not to use the PHI in any manner that would constitute a violation of the HIPAA Privacy Rule or the Health Information Technology for Economic and Clinical Health Act (HITECH) and its interim implementing regulations, as set forth by the United States Department of Health and Human Services to protect the privacy of Protected Health Information including in 45 CFR Part 160 and 45 CFR Part 164, Subpart A and Subpart E

**Data Breach Notification policy and procedures must meet state and regulatory requirements.**

The Vendor shall notify the Client within one (1) hour by telephone call plus e-mail, web form or fax upon the discovery of any breach of security of PHI, PII or SI or suspected breach of security of PHI, PII or SI (where the use or disclosure is not provided for and/or permitted by this Agreement) of which it becomes aware. The Vendor shall, within forty-eight (48) hours, notify the Client's designated security officer of any suspected breach of unauthorized electronic access, disclosure or breach of confidential information or any successful breach of unauthorized electronic access, disclosure or breach of confidential information. A breach is defined pursuant to HIPAA guidelines as well as those found in the "Health Information Technology for Economic and Clinical Health Act" (HITECH). A breach or suspected breach may be an acquisition, access, use or disclosure or suspected acquisition, access, use or disclosure of PHI in violation of HIPAA privacy rules that compromise PHI security or privacy. Additionally, a breach or suspected breach may be an acquisition, access, use or disclosure or suspected acquisition, access, use or disclosure of PII or SI. The notice of a breach or suspected breach shall contain information available to the Vendor at the time of the notification to aid the Client in examining the matter. More complete and detailed information shall be provided to ETSS as it becomes available to the Vendor. Upon notice of a suspected security incident, the Department and Contractor will meet to jointly develop an incident investigation and remediation plan.

Depending on the nature and severity of the confirmed breach, the plan may include the use of an independent third-party security firm to perform an objective security audit in accordance with recognized cyber security industry commercially reasonable practices. The parties will consider the scope, severity and impact of the security incident to determine the scope and duration of the third-party audit. If the parties cannot agree on either the need for or the scope of such audit, then the matter shall be escalated to senior officials of each organization for resolution. Vendor will pay the costs of all such audits. Depending on the nature and scope of the security incident, remedies may include, among other things, information to individuals on obtaining credit reports and notification to applicable credit card companies, notification to the local office of the Secret Service, and or affected users and other applicable parties, utilization of a call center and the offering of credit monitoring services on a selected basis.

## **Backup and Restoration Procedures must be described in detail**

### ***Disaster Recovery***

ETSS requires a Hotsite to provide data processing services to its users in the event its own site(s) or systems operating therein unexpectedly become non-operational for an extended length of time. The vendor must describe how connectivity would be provided to the State's Hotsite and whether they would be responsible for this. They must participate in annual testing of the system during one of the State's Semiannual DR Tests. All fees associated with providing this support must be identified. Vendors must describe the Disaster Recovery plan for the remotely hosted system in the event the remote site or systems become non-operational. **The Vendor will be responsible for restoring systems and re-establishing connection within 24 hours of a disaster.** The Vendor must provide a full description of their Disaster Recovery process including testing methodology. A disaster call list and problem escalation list with names and contacts and procedures must be provided. Any and all fees associated with this testing must be identified. Vendors must also make their Business Continuity plan available upon request.

### **Limits of Liability**

Loss of data - The service provider/Vendor takes responsibility if they lose data (not just if negligence can be proven), the extent of their liability, and define their technical, operational, and management controls.

## **3.8 PROJECT STANDARDS**

The eCMS project lifecycle will incorporate standards for:

- *Governance* (as outlined in Section 3.3)
- *Branding and Style* (State of Rhode Island Digital Brand Guidelines)
- *Content* (<https://www.usability.gov/what-and-why/content-strategy.html>)
- *Accessibility* (WCAG 2.1, AA; Section 508; and ADA, Title III)
- *Approach* (USDS Digital Services Playbook – <https://playbook.cio.gov>)

Building upon these standards will not only facilitate the use of a Create Once Publish Everywhere (COPE) approach but will ultimately drive the digital transformation of Rhode Island state government as well.

## SECTION 4: PROPOSAL

### A. Technical Proposal

Narrative and format: The proposal should address specifically each of the following elements:

#### **4.1 CAPABILITY, CAPACITY, AND QUALIFICATIONS OF THE OFFEROR**

##### **1. Vendor Profile and Demographics**

Provide a statement giving a brief history of your company, how it is organized, and how its available products and resources will be used to meet ETSS's requirements and help achieve the business objectives stated above.

The vendor shall submit the following information:

- a.* The company's official name and address.
- b.* Type of entity (for example, a corporation or a partnership)
- c.* The contact information of the person who receives correspondence & is authorized to represent the vendor. Please state his or her capacity within the company.
- d.* The total number of years the vendor has been in business and offering eCMS products and, if applicable, the number of years under the present name.
- e.* The number of years that the vendor has been providing the specific eCMS software and software that forms part of its current proposal.
- f.* A description of the vendor's operations: facilities, business and objectives, and the number of employees.
- g.* Provide staff resumes/CV and describe qualifications and experience of key staff who will be involved in this project, including their experience in designing, developing, and deploying an eCMS in particular, if any.

##### **2. Financial Information**

The vendor shall provide a complete set of audited financial statements for the past three years. All financial statements should be prepared to generally accepted accounting principles. Each vendor should note that ETSS reserves the right to purchase credit reports and additional financial information as it deems necessary. The vendor shall also provide a copy of its corporate annual report. If the vendor is not a public company, it must provide financial statements that can be used during the evaluation to determine its financial viability.

### **3. Product and Service History**

- a.* Vendors should describe the history of their eCMS offerings, including initial release date, current version number and development history (that is, if the offerings were developed as a marketable package or as a solution for a particular organization).
- b.* Vendors shall indicate whether all source code for the software will be made available to ETSS. If it will not be made available, they must identify the software escrow service used, give contact information and describe the company's policy regarding software escrow updates.
- c.* Vendors shall provide detailed information on the development roadmap for their products.
- d.* Vendors shall indicate which third-party software packages are required for their application to function correctly (for example, application servers, Web servers, databases, agents or clients for backup, or software distribution and security), and should indicate who is responsible for purchasing and maintaining licenses for this software.
- e.* Vendors should provide a list of any user associations or public discussion areas relating to vendors' product or service offerings.

### **4. References**

- a.* The vendor should provide details of two to four customers for reference.
- b.* References should be for customers with objectives/requirements similar to those of The State of Rhode Island.
- c.* References should include information about the contract (specific products in use, date of contract execution, "go live" date and any services provided), as well as contact information for the client's project manager or other senior staff members familiar with the project.
- d.* ETSS reserves the right to contact these references and discuss the client's level of satisfaction with the vendor and its products.

### **5. Staff Qualifications**

The vendor should provide staff resumes/CV and describe qualifications and experience of key staff who will be involved in this project, including their experience in designing, developing, and deploying an eCMS in particular, if any.

## 6. Project Roles and Responsibilities

### a. *ETSS Project Manager*

ETSS will identify a primary contact on the state side to manage the project.

The ETSS Project Manager responsibilities will include (but not be limited to):

- i. In conjunction with the Vendor Project Manager (VPM), meeting with the State Agency Management Level Executive (MLE), Lead Site Administrator (LSA), and Subject Matter Experts (SME) to determine agency-specific business and functional requirements.
- ii. Establishing the priority of sites to be migrated and to coordinate the scheduling of Vendor migration resources and agency stakeholders/content owners.
- iii. Developing and communicating policies to agency stakeholders and be responsible for enforcing any such policies.
- iv. Identifying project leaders at the agency level for each site and content migration.
- v. Communicating needs between the State Agency and the Vendor Project Manager (VPM)
- vi. Clearly relating agency priorities
- vii. Setting project priorities whenever appropriate
- viii. Obtaining template and design aesthetics approval from ETSS
- ix. Obtaining the approval of ETSS for the addition of content management system modules
- x. Confirm content and site migration(s) completion via signatory confirmation. (*Signatures must be provided by the State Agency Management Level Executive (MLE) and the Lead Site Administrator (LSA) before going live.*)
- xi. Educating agencies on conducting and completing detailed content audits and the removal of content ROT (elements that are redundant, obsolete, or trivial)
- xii. Fielding questions and coordinate overall communication and coordination between the Vendor Project Manager (VPM) and all State Stakeholders.

**b. Vendor Project Manager (VPM)**

Vendor should identify one (1) individual on the project team who will manage the contract work, and who will be available to the State for a sufficient amount of time to manage the project. The Project Manager will act as the designated single point of contact for their respective party. It is anticipated that the Project Manager will not change during the life of the Project. In the event that a change is necessary, the party requesting the change will provide prompt written notice to the other. In the event a change occurs because of a non-emergency, two-week written notice is required. For a change resulting from an emergency, prompt notice is required.

**c. Subcontractors**

The Vendor shall take full responsibility for project management of subcontractors and/or third-party entities (“subcontractors”) they engage. The Vendor shall submit all subcontracts related to work to be performed hereunder for approval by the State within two weeks of the Award and/or within two weeks for any Task Order issued hereunder which entails work by a subcontractor(s). The Vendor shall ensure that its subcontractor(s) that perform work efforts under the project shall comply with all terms of the Contract. The Vendor will act as prime contractor for their subcontractor(s) and be responsible for the performance of their subcontractor(s). The Vendor must submit for approval, be responsible for, and pass on all covenants, and warranties, etc. to subcontractor(s). In that capacity, Prime Vendor will be responsible for ensuring compliance with all project deadlines and deliverables, as well as contract terms and conditions by subcontractors. The State reserves the right to approve of all subcontractors utilized by Prime Vendor, including any changes to subcontractor team prior to or after contract execution. The Prime Vendor is responsible for payment to any subcontractor(s) used for this project.

**d. Vendor Key Personnel**

Key personnel are defined as those people who will exercise a major management and/or administrative role on behalf of the project. The permissions and responsibilities of all persons identified as key personnel should be managed by the bidder throughout the term of the Agreement, including any extension of term by exercise of the option to renew.

## **4.2 WORK PLAN AND PROPOSED APPROACH**

### **1. Description of Solution**

Based on the request for information contained in this document, please provide a general description of your proposed solution for ETSS's requirements. Please itemize and describe all hardware, software and service components required. Specific points to address include, but are not limited to, the following:

- a. Describe the macro system architecture in detail. Descriptions should include programming languages, whether the platform is proprietary or open-source, and any specialized tools used for each component.
- b. What language is your underlying source code written in?
- c. Outline the server operating systems, Web servers, database servers, and application servers on which the solution can be deployed, as well as which ones are preferred.

### **2. Product Delivery Model**

Vendors should describe the delivery model on which they base their solution proposal, together with the advantage they see such a delivery model offers ETSS, given its goals. Delivery models considered for the required solution will include:

- a. On-premises commercial off-the-shelf (COTS) software
- b. Open-source software (all models)
- c. Managed services/hosted
- d. Platform/software as a service (PaaS/SaaS)

### **3. Product Capabilities and Functions**

In addition to the requirements stated above, please detail any other product capabilities and functions that may be of interest to ETSS. Ensure these are linked clearly to the high-level goals of the project and describe their role in helping to achieve these goals.

### **4. Product Support and Service Warranty**

Vendors should describe the support offerings available for their applications and associated products. In addition, vendors should provide a copy and description of all warranties associated with the proposed application. The following points should be addressed explicitly:

- a. Is there a system/process to alert ETSS and Agency Staff proactively to bugs/bug fixes that may be relevant to the deployment of the eCMS software?
- b. Is there a system/process to alert ETSS and Agency Staff proactively to patches / updates that may be relevant to the continued maintenance of the eCMS software?

- c. Explain in detail the process for conducting comprehensive and consistent backups along with an information technology disaster recovery plan.
- d. Describe the levels of support available.
- e. Describe any developer/user communities in which the vendor's technical employees are regularly active and from which additional support can be obtained.
- f. Describe the mechanisms/processes/facilities in place to assist customers, architects and developers with best practices relevant to the product. Best practices can relate to development, project management, technical architecture and system setup, as well as ongoing maintenance.

**5. Ability to Meet All ETSS's Security Requirements**

Vendor should describe its ability to support ETSS's current security requirements (Outlined in Section 3.6) and complete **Appendix E: eCMS RFP Security Questionnaire** (*Appendix-E-eCMS-RFP-Security-Questionnaire-PRC-1709002.xlsx*).

**6. Detailed Work Plan**

Describe in detail the *framework within which requested services will be performed*. This may come in the form of a sample project plan, including the timeline with duration of each phase, sequence of the project, deliverables and milestones. ETSS will assign a Project Manager to work with the Vendor's Project Manager. The vendor must assign an experienced Project Manager(s), who will be responsible for the detailed requirements, configuration, customization, testing, training, and go live of the system (for all modules chosen for implementation).

- a. The Vendor Project Manager (VPM) is expected to host status meetings and milestone meetings (which can be determined with the ETSS Project Manager). The VPM, in conjunction with the ETSS Project Manager, will meet with the State Agency Management Level Executive (MLE), Lead Site Administrator (LSA), and Subject Matter Experts (SME) to determine agency-specific business and functional requirements. Following these agency-centric requirements gathering meeting, subsequent meetings should be held on a consistent basis to ensure agency-specific milestones, business requirements, and tasks are being met.

Meeting requests and agendas should be sent out prior to meetings.

Meeting minutes shall be taken by the vendor and distributed no later than noon the day prior to the next meeting, along with any issues or key decisions that need to be resolved. ETSS and the key contractor staff will work very closely together on this project. There is an expectation of an on-site presence of the vendor when needed, if not continuous. ETSS will provide office space for staff.

- b. Vendor must provide the estimated amount of time (hours per week) each VPM will spend on the project and describe how they will play a lead role with the system implementation. Overall, the State requests to see a breakout of effort hours in both the implementation and support phases. An example template such as the one below can be used.

Scope	Year 1 Effort hours	Year 2 Effort Hours	Year 3 Effort Hours	Total Effort Hours
<b>Implementation</b> (by Phase, if applicable)				
<b>Support</b>				
<b>Total</b>				

- c. Vendor must provide the estimated amount of time (hours per month) that will be dedicated by the portfolio owner with authority over this project (Director, etc.), with direct oversight of the VPM(s) and will be responsible if issues arise that cannot be resolved with the VPM(s).
- d. Vendor must describe the roles and skill sets that are expected to be provided by ETSS to support a successful implementation, along with the estimated time commitment expected of each role on the project. This should include IT staff as well as subject matter experts, operational and administrative staff. Please use your own language as you see fit to identify key roles per your experience, and we will do our best to comply.

- e. *Vendor must provide a proposed high-level project plan and timeline that list all tasks, milestones, and duration.* ETSS' desired timeframe for implementation of the eCMS solution and identified pilot site(s) is up to 12 months after vendor award, and vendor must aspire to complete the implementation as early as possible. Subsequent migration of all remaining State of Rhode Island websites should be completed in the following 12-24 months.
- f. Vendor must provide a description of the steps they will take in order to create the required detailed project plan once the RFP is awarded (meetings, discovery, workflow analysis etc.).

## **7. Approach/Methodology**

Vendor must describe in detail how comprehensive processes, tools and techniques are applied to the lifecycles of the project (i.e. initiation, planning, execution, control and closing). Specifically, please illustrate the following:

- a. Approach to Methodology (Agile / Waterfall) Framework
- b. Approach to integrating with existing external systems.
- c. Approach for migrating data in a cloud-based environment.
- d. Approach to Release and Change Management.
- e. Approach to Approach to training and deployment.
- f. Approach to iterative development and support.

## **8. Cloud/SaaS Deployment Options**

There are many deployment models for cloud computing. Public cloud eCMS solutions are run in the provider's data center, and a core feature is that they are run in a multitenancy environment. Private cloud eCMS solutions are deployed either in a corporate data center using virtualization and shared-service approaches, or in a dedicated environment using a hosting partner. Vendors should describe their experience in implementing their software in cloud environments and/or provide details of any offerings from application service providers or other SaaS vendors.

In addition, the vendor should explain (in detail) any cloud service agreement (CSA)/service level agreement (SLA) expectations of security control performance, describe measurable outcomes, and identify remedies and response requirements for identified instances of noncompliance.

## **9. Development and Maintenance Service Level Agreements (SLA)**

In order to ensure the sustainability and success of the Rhode Island eCMS, vendors must recommend development and maintenance Service Level Agreements (SLA) with a focus on performance measuring and service quality.

- 10.** These SLAs will provide ETSS with an understanding of the level of service expected from the vendor and outline how the service is to be measured and the remedies or penalties, if any, for non-compliance with the agreed service levels.

Each SLA should clearly state how the services shall be measured (through detailed metrics), expected vendor / ETSS responsibilities, and clear explanations of every element of each service. Following the award of contract, the establishment of formal SLAs will be imperative in order to provide an objective measure to gauge compliance with the terms of the agreement throughout the project lifecycle.

Specifically, the vendor should describe how their development and maintenance SLAs will formalize:

- a. Specific details of services provided
- b. Change Management
- c. Conditions of service availability
- d. Calculations of eCMS availability or uptime
- e. Standards such as vendor response time for each level of service
- f. Responsibilities of Vendor and ETSS
- g. Escalation procedures
- h. Penalties for SLA breach
- i. Reporting process and frequency
- j. Dispute resolution protocols

**11. Product Upgrades and New Version Releases**

Vendors should describe:

- a. The process of new version releases and the application of service packs to the software product(s).
- b. The quality assurance/testing processes to follow in order to determine whether an upgrade or custom modification is suitable for release.
- c. The process by which opportunities for system enhancements are identified, screened, programmed, field-tested and released to customers.
- d. Whether the upgrade methodology includes a tracking system not only to report on the status of the upgrade, but also to record problems and bugs.

## **12. User Needs Analysis, Assessment, and Testing**

The high-level business objectives of *Section 3: Scope of Work and Requirements* reflect the goals of the overall program of work planned by ETSS. The cornerstone of this initiative is the focus on ‘Citizen-Centered Design’. Citizen-Centered Design is the process of improving the usability, accessibility, and accountability of a government’s digital service for the benefit of enhancing a citizen’s interaction with the service.

To address this goal, the project should be based on repeatable, iterative user research testing processes created by the selected Vendor. Vendors should describe these processes in detail, including personnel training in user research, tools used during these processes, and typical artifacts that result from this research. Specifically, explain your methodology for:

- a. Conducting a discovery-phase, user needs analysis and assessment.
- b. Integrating user acceptance testing (UAT) throughout the project lifecycle.
- c. Consistently gathering and evaluating user needs and satisfaction following the launch of the eCMS.

## **13. Training**

- a. Vendors should describe what training of ETSS staff is required or recommended to support the implementation of products and services.
- b. The Vendor shall provide all training materials developed for the system to the State. Those materials shall become the property of the State and may be modified and duplicated by the State.
- c. The Vendor shall schedule all training during regular work hours as approved by the State, unless the vendor receives advance approval from the State for specific training at other times.
- d. The Vendor shall provide all training within the State of Rhode Island at locations convenient to the attendees of the training, unless the vendor receives advance approval from the State for specific training at other locations.

## **14. Skill Set Requirements of Personnel**

Vendors should describe the skills and likely full-time equivalents (FTEs) needed to implement and support their application product(s) as outlined in this proposal. A sample or representative RASCI model is also desirable.

## 15. General Comments

Vendors should include any additional information that they consider would help ETSS evaluate their submission. The State has offered its vision and a description of where it stands today in the sections above. We'd like the Offeror to share their vision, as well.

### **4.3 TECHNICAL REQUIREMENTS QUESTIONNAIRE**

This questionnaire will be used to determine the vendor's technical score. In each major category, either a specific question will be posed, or a description of a required functionality will be provided. In each case it is imperative that vendors answer the questions or address the description of the required functionality in accordance with the guidelines provided below. Vendors' responses shall be validated during the Demonstration / Interview (proof-of-concept) phase. It is also assumed that the vendor will provide full proof of the capabilities declared in this questionnaire. Failure by a vendor to provide honest responses will be grounds for disqualification from the RFP process.

In the "eCMS Technical Questionnaire" section of the attached Microsoft Excel spreadsheet **Appendix C - State of Rhode Island RFP for an Enterprise Content Management System (eCMS)** (*Appendix-C-eCMS-RFP-Technical-Questionnaire-PRC-1709002.xlsx*), vendors can choose from seven options to indicate their compliance with each requirement:

Table 2. Vendor Capabilities Declared

Option	Capabilities
0	<b>Functionality not provided:</b> Functionality not included in the proposed system.
1	<b>Functionality provided but requires customized integration with a third-party product:</b> Vendor has established a relationship with a business partner to provide this functionality, but it requires customizing or a work around.
2	<b>Functionality provided by the vendor but requires customization:</b> The functionality can be accomplished with the vendor's products but requires customizing or working around.
3	<b>Functionality provided by the vendor as part of configuration (no customization) at implementation time:</b> The functionality can be accomplished with the vendor's product but requires setting configuration parameters at implementation time that cannot subsequently be altered without reimplementing all or part of the solution.
4	<b>Functionality provided by the vendor as part of configuration (no customization):</b> The functionality can be accomplished with the vendor's product but requires configuration parameters to be set. These configuration parameters may or may not need to be set at implementation time and can be subsequently altered without reimplementing any part of the solution.
5	<b>Functionality provided seamlessly by third-party product:</b> The vendor has established a relationship (for example, as an OEM) with a business partner to provide this functionality, which is integrated within its data integration tools and requires no customizing or working around.
6	<b>Functionality provided "out of the box":</b> The vendor provides the functionality from its own code base. No customizing or working around is required. You may also wish to check whether the functionality is included in the quoted price

*The Comments column in the spreadsheet provides opportunity for clarification, where necessary.*

Vendors are cautioned not to indicate that a function or feature is included in the standard offering when, in fact, that function or feature is still in development. When a function or feature is in development, vendors should note this in the Comments column and indicate the expected date that the feature or function will be made available.

#### **4.4 VENDOR DEMONSTRATION / INTERVIEW (PROOF-OF-CONCEPT) STAGE**

Vendors which provide technical proposals that meet the criteria outlined in SECTION 5: EVALUATION AND SELECTION will be invited to validate their responses at the Demonstration / Interview (proof-of-concept) phase.

This Demonstration / Interview will be conducted before the ETSS Technical Evaluation Committee (“TEC”) and will provide:

- a. A summary of the vendor’s proposal
- b. A demonstration of the vendor’s existing Enterprise Content Management System (both public-facing and administrative)
- c. Introduce vendor personnel which will be assigned to the eCMS project

### **B. Cost Proposal**

#### **4.5 COST AND FINANCING PROPOSAL NARRATIVE**

Based on the requirements for information contained in this document, using the attached document **Appendix D - 3 Year Cost and Financing Proposal Workbook** (*Appendix-D-eCMS-RFP-3-year-cost-and-financing-proposal-PRC-1709002.xlsx*), provide an overall cost proposal of your Enterprise Content Management System. Optional fields are available, if necessary, to itemize and describe all hardware, software and service components required to meet the objectives.

Specifically, ETSS requests that the proposal itemizes and describes all hardware, software and service components required to meet the objectives. It should also:

- Identify your software-to-service ratio and the cost of annual maintenance (for example, 20%, 22% or 25% of the software cost).
- Describe the pricing model and the associated prices for your content management software components — for example, named user license, concurrent user license or CPU/server license.

If you have a cloud or software as a service (SaaS) model, describe your pricing model, and provide the per-user subscription cost. Indicate whether this is per month or per year. Indicate whether you also charge for the volume of content hosted.

#### **4.6 PAYMENT TERMS**

Payment terms will be agreed upon during contract negotiations.

ETSS shall provide written notification of acceptance or rejection of all deliverables.

## **4.7 ETSS RIGHTS**

The ETSS reserves the right to:

1. Separately procure hardware and operating systems that meet or exceed the selected VENDOR'S technical specifications.
2. Purchase any quantity of any module during the resulting Agreement, at a quoted or negotiated price, to expand the scope of the system.
3. Purchase additional single license increments.

### **C. ISBE Proposal**

See Appendix A for information and the MBE, WBE, and/or Disability Business Enterprise Participation Plan form(s). Bidders are required to complete, sign and submit these forms with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.

## **SECTION 5: EVALUATION AND SELECTION**

Proposals shall be reviewed by a technical evaluation committee ("TEC") comprised of staff from State agencies. The TEC first shall consider technical proposals.

Technical proposals must receive a minimum of 50 (83%) out of a maximum of 60 points to advance to the demonstration/interview phase. Any technical proposals scoring less than 50 points shall not advance to the demonstration/interview and shall not have the accompanying cost or ISBE participation proposals opened and evaluated. The proposal will be dropped from further consideration.

The Technical proposal and Demonstration/Interview must receive a combined minimum score of 70 (87.5%) out of a maximum of 80 points to advance to the Cost Proposal and ISBE proposal evaluation stage. Technical Proposal and Demonstration/Interview scoring less than 70 points shall not advance to the cost proposal evaluation and the proposal shall be dropped from further consideration.

Technical Proposal and Demonstration/Interview scoring a combined total of 70 points or higher shall be evaluated for cost and assigned up to a maximum of 20 points in the cost category, bringing the potential maximum score to 100 points.

After total possible evaluation points are determined ISBE proposals shall be evaluated and assigned up to 6 bonus points for ISBE participation.

The Division of Purchases reserves the right to select the vendor(s) or firm(s) (“vendor”) that it deems to be most qualified to provide the goods and/or services as specified herein; and, conversely, reserves the right to cancel the solicitation in its entirety in its sole discretion.

Proposals shall be reviewed and scored based upon the following criteria:

<b>Criteria</b>	<b>Possible Points</b>
Capability, Capacity, and Qualifications of the Offeror (4.1)	10 Points
Work Plan and Proposed Approach (4.2)	25 Points
Technical Requirements Questionnaire (4.3)	25 Points
<b>Total Possible Technical Points</b>	<b>60 Points</b>
Demonstration/Interview (Proof-of-concept)	20 Points
<b>Total Possible Technical &amp; Demonstration/Interview Points</b>	<b>80 Points</b>
Cost proposal*	20 Points
<b>Total Possible Evaluation Points</b>	<b>100 Points</b>
ISBE Participation**	6 Bonus Points
<b>Total Possible Points</b>	<b>106 Points</b>

**\*Cost Proposal Evaluation:**

The vendor with the lowest cost proposal shall receive one hundred percent (100%) of the available points for cost. All other vendors shall be awarded cost points based upon the following formula:

$$(\text{lowest cost proposal} / \text{vendor's cost proposal}) \times \text{available points}$$

For example: If the vendor with the lowest cost proposal (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly costs and service fees and the total points available are thirty (30), Vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 \times 30 = 19.5$$

**\*\*ISBE Participation Evaluation:**

a. Calculation of ISBE Participation Rate

1. ISBE Participation Rate for Non-ISBE Vendors. The ISBE participation rate for non-ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of non-ISBE vendor's total contract price that will be subcontracted to ISBEs by the non-ISBE vendor's total contract price. For example if the non-ISBE's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs, the non-ISBE's ISBE participation rate would be 12%.
2. ISBE Participation Rate for ISBE Vendors. The ISBE participation rate for ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of the ISBE vendor's total contract price that will be subcontracted to ISBEs and the amount that will be self-performed by the ISBE vendor by the ISBE vendor's total contract price. For example if the ISBE vendor's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs and will perform a total of \$8,000.00 of the work itself, the ISBE vendor's ISBE participation rate would be 20%.

b. Points for ISBE Participation Rate:

The vendor with the highest ISBE participation rate shall receive the maximum ISBE participation points. All other vendors shall receive ISBE participation points by applying the following formula:

$$(\text{Vendor's ISBE participation rate} \div \text{Highest ISBE participation rate})$$

$$\times \text{Maximum ISBE participation points})$$

For example, assuming the weight given by the RFP to ISBE participation is 6 points, if Vendor A has the highest ISBE participation rate at 20% and Vendor B's ISBE participation rate is 12%, Vendor A will receive the maximum 6 points and Vendor B will receive  $(12\% \div 20\%) \times 6$  which equals 3.6 points.

## General Evaluation:

Points shall be assigned based on the vendor's clear demonstration of the ability to provide the requested goods and/or services. Vendors may be required to submit additional written information or be asked to make an oral presentation before the TEC to clarify statements made in the proposal.

## SECTION 6. QUESTIONS

Questions concerning this solicitation must be e-mailed to the Division of Purchases at [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov) no later than the date and time indicated on page one of this solicitation. No other contact with State parties is permitted. Please reference **RFP #7598580** on all correspondence. Questions should be submitted in writing in a Microsoft Word attachment in a narrative format with no tables. Answers to questions received, if any, shall be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to monitor the Division of Purchases website for any procurement related postings such as addenda. If technical assistance is required, call the Help Desk at (401) 574-8100.

## SECTION 7. PROPOSAL CONTENTS

Important Notice to Vendors:

**Please test your CD-R's.** Your electronic responses will govern your responses to this RFP. If the CD-R cannot be opened or malfunctions in any way, your proposal may not be considered.

D. Proposals shall include the following:

- a. One completed and signed RIVIP Bidder Certification Cover Form (included in the original copy only) downloaded from the Division of Purchases website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). *Do not include any copies in the Technical or Cost proposals.*
- b. One completed and signed Rhode Island W-9 (included in the original copy only) downloaded from the Division of Purchases website at <http://www.purchasing.ri.gov/rivip/publicdocuments/fw9.pdf>. *Do not include any copies in the Technical or Cost proposals.*

c. Two (2) completed original and copy versions, signed and sealed Appendix A. MBE, WBE, and/or Disability Business Enterprise Participation Plan. Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation. *Do not include any copies in the Technical or Cost proposals.*

d. **Separate Sealed Technical Proposal** - In order to clearly illustrate the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation., the following documents are required:

- **APPENDIX B: TECHNICAL PROPOSAL NARRATIVE TEMPLATE**  
(PLEASE NOTE: The Technical Proposal Narrative, which includes elements from sections 4.1 CAPABILITY, CAPACITY, AND QUALIFICATIONS OF THE OFFEROR and 4.2 WORK PLAN AND PROPOSED APPROACH is limited to fifty (50) pages. This excludes any appendices and as appropriate, resumes of key staff that will provide services covered by this request).
- **APPENDIX C: ECMS RFP TECHNICAL QUESTIONNAIRE**
- **APPENDIX E: ECMS RFP SECURITY QUESTIONNAIRE**

- a. One (1) Electronic copy on a CD-R, marked “Technical Proposal - Original”.
- b. One (1) Electronic copy on a CD-R marked “Technical Proposal – Copy”.
- c. One (1) printed paper copy, marked “Technical Proposal -Original” and signed.

d. **Separate, Signed and sealed Cost Proposal** - A separate, signed and sealed cost proposal reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.

- **Include Appendix D – 3-Year Cost and Financing Proposal Workbook**

- e. One (1) Electronic copy on a CD-R, marked “Cost Proposal -Original”.
- f. One (1) Electronic copy on a CD-R, marked “Cost Proposal-Copy”.
- g. One (1) printed paper copy, marked “Cost Proposal -Original” and signed.

E. Formatting of proposal response contents should consist of the following:

4. Formatting of CD-Rs – Separate CD-Rs are required for the technical proposal and cost proposal. All CD-Rs submitted must be labeled with:
  5. Vendor's name
  6. RFP #
  7. RFP Title
  8. Proposal type (e.g., technical proposal or cost proposal)
  9. If file sizes require more than one CD-R, multiple CD-Rs are acceptable. Each CD-R must include the above labeling and additional labeling of how many CD-Rs should be accounted for (e.g., 3 CD-Rs are submitted for a technical proposal and each CD-R should have additional label of '1 of 3' on first CD-R, '2 of 3' on second CD-R, '3 of 3' on third CD-R).

Vendors are responsible for testing their CD-Rs before submission as the Division of Purchase's inability to open or read a CD-R may be grounds for rejection of a Vendor's proposal. All files should be readable and readily accessible on the CD-Rs submitted with no instructions to download files from any external resource(s). If a file is partial, corrupt or unreadable, the Division of Purchases may consider it "non-responsive". USB Drives or any other electronic media shall not be accepted. Please note that CD-Rs submitted, shall not be returned.

5. Formatting of written documents and printed copies:
  - a. For clarity, the technical proposal shall be typed. These documents shall be single-spaced with 1" margins on white 8.5"x 11" paper using a font of 12 point Calibri or 12 point Times New Roman.
  - b. All pages on the technical proposal are to be sequentially numbered in the footer, starting with number 1 on the first page of the narrative (this does not include the cover page or table of contents) through to the end, including all forms and attachments. The Vendor's name should appear on every page, including attachments. Each attachment should be referenced appropriately within the proposal section and the attachment title should reference the proposal section it is applicable to.
  - a. The cost proposal shall be typed using the formatting provided on the provided template.
  - c. Printed copies are to be only bound with removable binder clips.

## SECTION 8. PROPOSAL SUBMISSION

Interested vendors must submit proposals to provide the goods and/or services covered by this RFP on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases, shall not be accepted.

Proposals should be mailed or hand-delivered in a sealed envelope marked “**RFP# 7598580 Enterprise Web Content Management System**” to:

RI Dept. of Administration  
Division of Purchases, 2nd floor  
One Capitol Hill  
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time shall not be accepted. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time shall be determined to be late and shall not be accepted. Proposals faxed, or emailed, to the Division of Purchases shall not be accepted. The official time clock is in the reception area of the Division of Purchases.

## SECTION 9. CONCLUDING STATEMENTS

Notwithstanding the above, the Division of Purchases reserves the right to award on the basis of cost alone, to accept or reject any or all proposals, and to award in the State’s best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

If a Vendor is selected for an award, no work is to commence until a purchase order is issued by the Division of Purchases.

The State’s General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded for this RFP. The State’s General Conditions of Purchases can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>.

## **APPENDIX A. PROPOSER ISBE RESPONSIBILITIES AND MBE, WBE, AND/OR DISABILITY BUSINESS ENTERPRISE PARTICIPATION FORM**

- **Proposer's ISBE Responsibilities (from 150-RICR-90-10-1.7.E)**

1. Proposal of ISBE Participation Rate. Unless otherwise indicated in the RFP, a Proposer must submit its proposed ISBE Participation Rate in a sealed envelope or via sealed electronic submission at the time it submits its proposed total contract price. The Proposer shall be responsible for completing and submitting all standard forms adopted pursuant to 105-RICR-90-10-1.9 and submitting all substantiating documentation as reasonably requested by either the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to the names and contact information of all proposed subcontractors and the dollar amounts that correspond with each proposed subcontract.
2. Failure to Submit ISBE Participation Rate. Any Proposer that fails to submit a proposed ISBE Participation Rate or any requested substantiating documentation in a timely manner shall receive zero (0) ISBE participation points.
3. Execution of Proposed ISBE Participation Rate. Proposers shall be evaluated and scored based on the amounts and rates submitted in their proposals. If awarded the contract, Proposers shall be required to achieve their proposed ISBE Participation Rates. During the life of the contract, the Proposer shall be responsible for submitting all substantiating documentation as reasonably requested by the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to copies of purchase orders, subcontracts, and cancelled checks.
4. Change Orders. If during the life of the contract, a change order is issued by the Division, the Proposer shall notify the ODEO of the change as soon as reasonably possible. Proposers are required to achieve their proposed ISBE Participation Rates on any change order amounts.
5. Notice of Change to Proposed ISBE Participation Rate. If during the life of the contract, the Proposer becomes aware that it will be unable to achieve its proposed ISBE Participation Rate, it must notify the Division and ODEO as soon as reasonably possible. The Division, in consultation with ODEO and Governor's Commission on Disabilities, and the Proposer may agree to a modified ISBE Participation Rate provided that the change in circumstances was beyond the control of the Proposer or the direct result of an unanticipated reduction in the overall total project cost.

- **MBE, WBE, AND/OR Disability Business Enterprise Participation Plan Form:**

Attached is the MBE, WBE, and/or Disability Business Enterprise Participation Plan form. Bidders are required to complete, sign and submit with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.



**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
DEPARTMENT OF ADMINISTRATION**

**ONE CAPITOL HILL  
PROVIDENCE, RHODE ISLAND 02908**

**MBE, WBE, and/or DISABILITY BUSINESS ENTERPRISE PARTICIPATION PLAN**

Bidder's Name:

Bidder's Address:

Point of Contact:

Telephone:

Email:

Solicitation No.:

Project Name:

This form is intended to capture commitments between the prime contractor/vendor and MBE/WBE and/or Disability Business Enterprise subcontractors and suppliers, including a description of the work to be performed and the percentage of the work as submitted to the prime contractor/vendor. Please note that all MBE/WBE subcontractors/suppliers must be certified by the Office of Diversity, Equity and Opportunity MBE Compliance Office and all Disability Business Enterprises must be certified by the Governor's Commission on Disabilities at time of bid, and that MBE/WBE and Disability Business Enterprise subcontractors must self-perform 100% of the work or subcontract to another RI certified MBE in order to receive participation credit. Vendors may count 60% of expenditures for materials and supplies obtained from an MBE certified as a regular dealer/supplier, and 100% of such expenditures obtained from an MBE certified as a manufacturer. This form must be completed in its entirety and submitted at time of bid. **Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.**

Name of Subcontractor/Supplier:

Type of RI Certification:     MBE     WBE     Disability Business Enterprise

Address:

Point of Contact:

Telephone:

Email:

Detailed Description of Work To Be Performed by Subcontractor or Materials to be Supplied by Supplier:

Total Contract Value (\$):		Subcontract		ISBE Participation Rate (%):	
Anticipated Date of Performance:					
I certify under penalty of perjury that the forgoing statements are true and correct.					
<b>Prime Contractor/Vendor Signature</b>		<b>Title</b>		<b>Date</b>	
<b>Subcontractor/Supplier Signature</b>		<b>Title</b>		<b>Date</b>	

M/W/Disability Business Enterprise Utilization Plan - RFPs - Rev. 5/24/2017